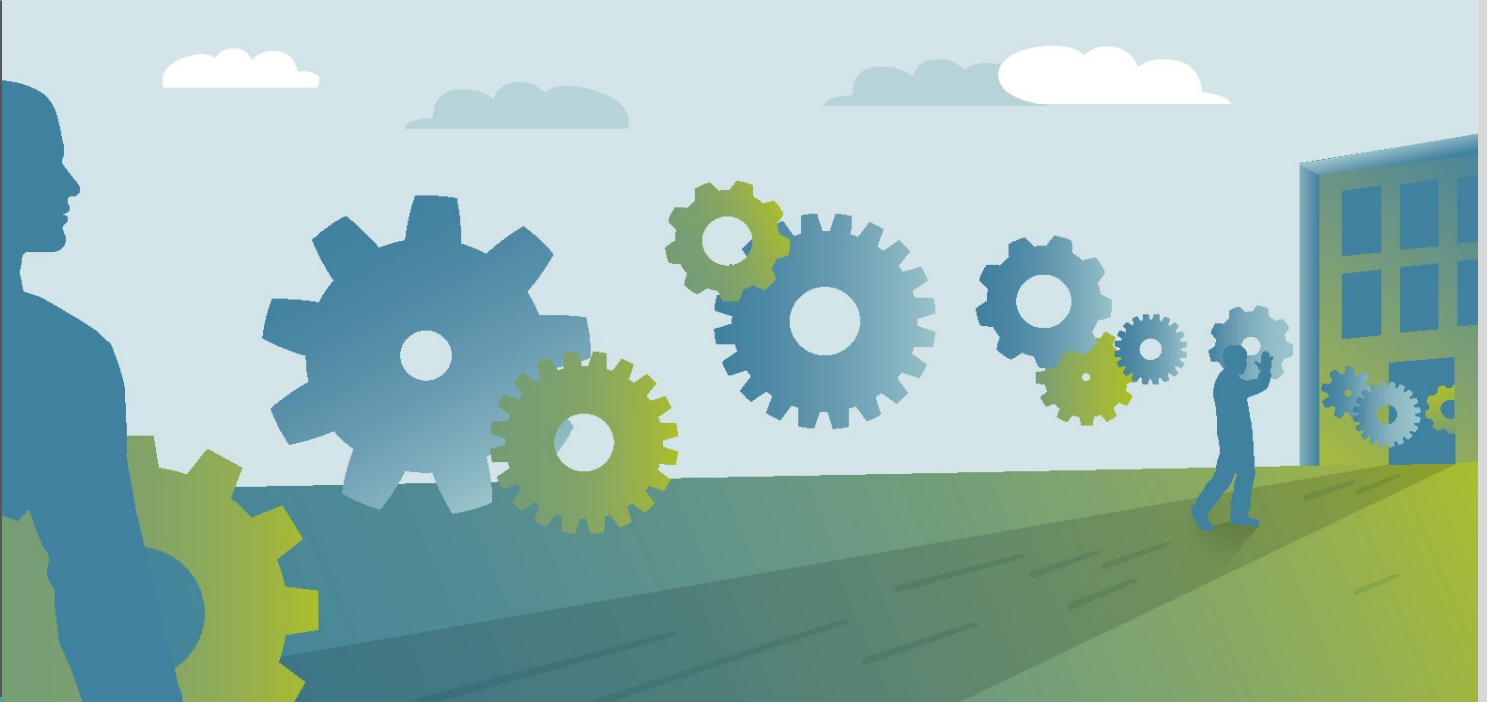


ESTA TECHNOLOGIES

ESTA - INDUSTRY REPORTS



ESTA TECHNOLOGIES

*A Global Leader in Business Process and
Technology Management*

Industry Reports by ESTA Technologies

Finding a Working Balance in the Buyer-Provider Relationship

Just as in any business-to-business or buyer-seller relationship, parties engaged in a business process outsourcing contract have competing interests. While the provider wants to maximize profits and reduce operational expense, the buyer wants to leverage minimal costs in exchange for maximum return on investment.

The appeal of outsourcing has long been the ability to enhance aspects of business processes by outsourcing them to experts while reducing the cost of keeping them in-house. As the global BPO industry has skyrocketed over the past decade or so, it follows that top outsourcers have been able to satisfy buyers' demands for such a service.

Still, it can be a challenging to align the interests of both parties. The key is in recognizing the need for some sort of balance.

"This generally begins when both the buyer and the provider understand each other's key business drivers and work to achieve a common ground that meets as many of them for both sides as possible," writes Adam Cummins for Business Finance magazine.

This may mean buyers not pushing too hard for ideal pricing, he adds, as that may reduce quality. On the other side, suppliers may need to embrace the inevitability of risk.

ESTA TECHNOLOGIES

ESTA Technologies is a global leader in business process and technology management, offering a broad portfolio of enterprise G&A and industry specific services, coupled with strong IT, analytics and reengineering capabilities

Copyright © ESTA Technologies 2011. All Rights Reserved.
www.estatechnologies.com